



## **Access To Information Policy**

Care 4 Kids has an open access policy. Parents/Carers are welcome to view the policies and procedures file which govern the way in which we work, at any time. They are all contained within this 'Parents Information File.

Parents / carers are also welcome to see the records kept on their child, but as this would require withdrawing a member of staff from their usual duties, we would ask that a mutual convenient time is arranged to fit in with staff availability.

## **Complaints Procedures**

If any Parent/Carer should have cause for complaint in the first instance please take the matter up with the Nursery Principal. If the matter cannot be resolved to their satisfaction, Parents / Carers are invited to make an appointment with Mr Jonathan Newton, one of our Directors.

Thereafter if we cannot resolve the matter Parents/Carers have the right to refer the matter to:

OFSTED  
Picadilly Gate  
Store Street  
Manchester M1 2WD  
Tel - 0300 123 1231  
Email – [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)